

Dedoose Codes Export for Project: Mihretab Gebru's Masters Thesis

Adapting in the job landscape (Sub theme) Is Weighted: False Description

Challenges at work Is Weighted: False Description

Excerpt - Document: FR Interview.docx, Position: 3096-3134

Faced challenge in using email at work

Have a job Is Weighted: False Description

Excerpt - Document: YN Interview.docx, Position: 7669-7731

Well, I started working very recently about 7 or 8 months ago.

Excerpt - Document: FGD Transcription.docx, Position: 20307-20368

Now I have a job. I am working as a receptionist in a hotel.

Excerpt - Document: FGD Transcription.docx, Position: 21620-21765

I have a job, I work in a restaurant. The only requirement was speaking the language, so I managed to start working few months after I got here.

Excerpt - Document: YS Interview.docx, Position: 8429-8481

Yes I worked for two years before I start education.

Excerpt - Document: SB Interview.docx, Position: 6312-6431

Yes, I have a job at a hotel. I am a housekeeper. I do cleaning, changing and making the beds after the customers left.

Excerpt - Document: FR Interview.docx, Position: 2375-2432

Works in a restaurant

Started as a dishwasher

Now a chef

Excerpt - Document: SO Interview.docx, Position: 2684-2703

Yes, driver - a Van

Informal network for job Is Weighted: False Description

Excerpt - Document: HJ Interview.docx, Position: 5625-5804

No not online, I find work through other people.

Brokers, they can be Eritreans or Sudanese, whatever. But it is through them that you find work, I haven't used online technology.

Excerpt - Document: YN Interview.docx, Position: 8166-8528

No, none. Except if it is something shared by a friend on Facebook. Does that count? If not I used none. I found the current job, prior to my start there was this Eritrean friend who was working there. So, when he left the job he connected me with the owners and I started working. So, they said there are opportunities using the internet but that is not for me.

Excerpt - Document: FR Interview.docx, Position: 2433-2515

Hired through the network of Eritreans

Most of us get jobs through our connections

Online tools for job

Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 6317-6384

Yes, I search for jobs on LinkedIn, Indeed jobs, and Google search.

Excerpt - Document: JB Interview.docx, Position: 7340-7407

Yes, I have used online platforms and websites to search for jobs.

Excerpt - Document: YS Interview.docx, Position: 8582-8731

Nowadays I just browse, the available jobs on LinkedIn, just to see what they require. Interviewers in my field and so that I prepare myself accordingly.

Quick money informally

Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 4786-4865

Well, I have been between jobs. All of them temporary, just to earn some money.

Excerpt - Document: MB Interview.docx, Position: 2533-2565

Yes

Previously worked informally

Excerpt - Document: HJ Interview.docx, Position: 5326-5483

People say language is a problem and so on, but for me, you can even work without the language in some places. But for us, we lean towards the other thing,

Excerpt - Document: HJ Interview.docx, Position: 5327-5533

People say language is a problem and so on, but for me, you can even work without the language in some places. But for us, we lean towards the other thing,

IR: What is that?

HJ: Like working informally.

Excerpt - Document: YN Interview.docx, Position: 7732-7801

Before that, I used to work but in the black market short-term jobs.

Excerpt - Document: FGD Transcription.docx, Position: 20990-21242

The thing in the Netherlands is that sometimes you work and sometimes you don't. At the moment for example I am not working. But I can work from time to time, I just have to reach out to my friends who can give me a job for few days to get extra cash.

Excerpt - Document: FGD Transcription.docx, Position: 21248-21557

I used to work, until I got into a bike accident about six years ago. Now as AA said I would work for few days for some cash in the black market and then rest. I get the social welfare from the government, but that is just to cover your basic needs. I prepare food at home and share it on the WhatsApp group.

Device accessibility and privacy (Sub theme)

Is Weighted: False Description

Cost of devices

Is Weighted: False Description

Excerpt - Document: MB Interview.docx, Position: 1842-1954

Cost, for five years I was not given permission

I had no WiFi

No phone

No internet

Had a small phone for calling

Fraud Is Weighted: False Description

Excerpt - Document: SB Interview.docx, Position: 7932-8779

Here, there are agents who book our tickets and help us get visas. I don't want to mention a name but there is this Habesha man who exploits his fellow refugees in this country. Many of us (Eritreans) go to him when we want a flight ticket. So, about two years ago I wanted to go to Addis Ababa and went to his office to buy a ticket and for him to apply a visa for me. I paid 900 Euros and he told me to come back in a week to get the ticket along with my visa. When I went back he told me that they rejected my visa application. When I asked him for my money back he said it was non refundable. Later, I learned that he has been doing the same thing for many others as well. What he do is, he charges almost double of the actual rates and then in some cases like mine he doesn't even refund you. He has been taking advantage of poor immigrants.

No phones in camp Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 8742-8920

And many people don't have phones in camps. Some of them don't have phones, and some of us hid them because we hear they check everything on our phones and our online activities.

Excerpt - Document: YS Interview.docx, Position: 6555-6694

Many Eritreans also didn't own a smartphone when they first came here, which makes it difficult for them to use digital resources.

Not having easy access to technology Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 4550-4669

In addition to that, access to the materials themselves, especially for the people with low income can be a challenge.

Excerpt - Document: FGD Transcription.docx, Position: 13797-13943

One of the main challenges for me was not having easy access to technology. In the early years of my life here, I didn't own a personal computer.

Privacy invasion Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 8955-9564

So, when you first come here, you are desperate and you want asylum. So, you do everything they ask you to do. They would ask for your phone, open the password and check everything that you have. That is including your online presence. That is scary, and you don't want anyone to look at your phone like that. But again, you are new, you don't yet know your rights so you have to do as they say. Because of that many people prefer to go without their phones. But that has its own consequences. Many people would have to navigate the system without having a phone. You can imagine how difficult that would be.

Excerpt - Document: FGD Transcription.docx, Position: 11151-11704

But what really got me worried was the issue of privacy. I didn't end up in an asylum camp since I came here through a family reunion, but some of my friends and relatives weren't so fortunate. It's crazy how they had to go through a weird process, where asylum authorities checked inside

their phone, their online presence, their social media activities. That whole thing just felt scared and annoyed, and it really got me thinking about privacy and human rights, especially since it is in Europe where these issues are discussed and seem to be valued.

Excerpt - Document: FGD Transcription.docx, Position: 14103-14330

So even for the simplest things I have to ask for help. But that don't make you feel good. You won't have privacy as the person who is helping you will see and know everything or your bank or health information can be at risk.

Excerpt - Document: FGD Transcription.docx, Position: 14716-15199

When I applied for asylum in the Netherlands, I became even more cautious about using digital devices. The fear of the invasion of privacy was real, and I heard stories about asylum officers scanning phones and checking social media accounts. Everything that you were saying SL. It made me anxious, so I decided to hide my phone and delete my Facebook account at that time. The idea that these digital tools could potentially be used to track people felt very unsettling, (laughter).

Excerpt - Document: FGD Transcription.docx, Position: 22353-22489

Well for me at first I was scared of my privacy. I was always conscious of my online activities for fear of the government tracking me.

Excerpt - Document: FGD Transcription.docx, Position: 25155-25265

But there are things that I would want to do in private, but you have to share it with the person helping you.

Excerpt - Document: WB Interview.docx, Position: 906-1121

Privacy issue - things that I want to do alone I am forced to do with others. People underestimate you. I don't actually like the digital environment. But you are forced to do things by yourself. For example health.

Digital language learning aids (Sub theme)

Is Weighted: False

Description

Apps for language

Is Weighted: False

Description

Excerpt - Document: RG Interview.docx, Position: 1606-2023

Yes, I have used language learning apps like Babbel and Duolingo and also websites to learn Dutch. These digital tools have been helpful in providing different language lessons, vocabulary practice, and pronunciation exercises. Videos and movies online also were helpful in learning the language. They have been effective to some extent, but practice in real-life conversations is the best way to master the language.

Excerpt - Document: FGD Transcription.docx, Position: 9820-9908

I also used the duolingo app, which was actually very helpful to improve my vocabulary.

Online language resources

Is Weighted: False

Description

Excerpt - Document: GT Interview.docx, Position: 3803-4319

For example, social media videos in Dutch are very helpful. They help you understand when and how to use words and phrases. I download PDF files and read different resources online. Especially for refugees, you stay in camp while learning the language, so you won't have a chance to practice the language with real people. The camps are located outside cities. So, the Internet can be helpful in improving your language skills by watching videos and so on. Also, there is an app called Duolingo that is very helpful.

YouTube for language Is Weighted: False Description

Excerpt - Document: HJ Interview.docx, Position: 2520-2598

Yes, in the course I used computers and YouTube to help me learn the language.

Excerpt - Document: FGD Transcription.docx, Position: 9398-9929

At the time of my language course, I was working in a cafeteria. I was very occupied and busy. So, what helped me greatly to learn the language was YouTube videos and the duolingo app. Every night before I go to sleep I would open a comedy or drama in Dutch and then just watch even though I don't understand a thing. At first I was using English subtitles but then I stopped that. YouTube tutorial videos also helped me. I also used the duolingo app, which was actually very helpful to improve my vocabulary. They helped me a lot.

Excerpt - Document: FGD Transcription.docx, Position: 10351-10393

I watch YouTube videos and TikTok videos.

Excerpt - Document: ZF Interview.docx, Position: 5313-5402

Yes, I have used YouTube mainly, I liked there was this Dutch lessons channel in YouTube.

Excerpt - Document: YS Interview.docx, Position: 5108-5322

So I use online language learning platforms as I said, applications like Duolingo have been a huge help for me, and of course, YouTube tutorials and lesson videos have also helped me learn Dutch as well as English.

Excerpt - Document: FR Interview.docx, Position: 1266-1280

YouTube videos

Digital skills and devices (Sub theme) Is Weighted: False Description

Basic digital skills Is Weighted: False Description

Excerpt - Document: MB Interview.docx, Position: 221-293

For direct calling, social media,

I use WhatsApp

Messenger

IMO

Telegram

Excerpt - Document: HJ Interview.docx, Position: 613-671

I use it for direct calls, it has everything that I need.

Excerpt - Document: YN Interview.docx, Position: 506-896

I use my phone for everything, to connect it with my people. You know there are also the likes of Telegram and WhatsApp that I use to talk with my people. I also use it for Facebook and Youtube. Other things I use my phone for banking even though I must admit I am not a good user when it comes to it. I am also a big user of sports betting and I use my phone for that as well. Many things.

Excerpt - Document: FGD Transcription.docx, Position: 2313-2469

I use my phone for business contact, contacting with my family using Viber, IMO and WhatsApp. I can say that I use my phone for making and receiving calls.

Excerpt - Document: FGD Transcription.docx, Position: 2475-2796

I use my phone similar to what the others said. Contacting with people, calling, social media and the like. I use Facebook, YouTube and TikTok. I don't have an email. I play games on my phone. I have digID but I use it with SMS verification as it is not easy for me to use. Similarly the banking is also difficult for me.

Excerpt - Document: FGD Transcription.docx, Position: 6837-6869
I use my phone for basic things.

Excerpt - Document: ZF Interview.docx, Position: 627-691
I use my phone regularly to communicate with friends and family.

Excerpt - Document: SB Interview.docx, Position: 998-1046
The phone? I use it for making calls of course.

Excerpt - Document: FR Interview.docx, Position: 192-214
Phone calls, WhatsApp,

Digital skill as facilitator Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 2486-2866
But obviously, my digital skills make it easier for me to understand and use the systems here, I mean for example if I want to apply for a job I may not need to go to the office in person. I can do it online simply. And also, using social media, maybe that can make it easier for me to learn the language, the culture, the work ethic, and so on. In that sense, it can be helpful.

Excerpt - Document: RG Interview.docx, Position: 1026-1123
Speaking for myself, digital technologies have helped me understand and adapt with things faster.

Excerpt - Document: MB Interview.docx, Position: 1149-1193
Helpful for example WhatsApp and Google Maps

Excerpt - Document: JB Interview.docx, Position: 2526-2824
Digital skills have played a huge role in my integration process. They have allowed me to communicate with other people, this in turn helps me build social connections. In addition to that, digital skills have assisted me in accessing information about job opportunities, and educational resources.

Excerpt - Document: JB Interview.docx, Position: 3066-3409
Generally, I think digital technologies have been helpful in my integration process. For example, applications for language learning and online courses have helped me learning Dutch. In addition, digital technologies and digital skills have allowed me to connect with different organizations and access information about services for refugees.

Excerpt - Document: JB Interview.docx, Position: 11883-12028
I would like to note that digital skills and access to modern day technology have the potential to improve the integration process for refugees.

Excerpt - Document: ZF Interview.docx, Position: 3565-3911
If you mean using the internet and computer, yes I think so. Being able to use digital technologies has been crucial in accessing information and different types of services. For example, I

have used online videos and lessons to learn the Dutch language. Also in my classes, we have a platform where we access information, assignments, and so on.

Excerpt - Document: YS Interview.docx, Position: 2968-3449

I always say that digital skills have played a huge role in my integration. They have allowed me to communicate easily with others, have helped me access important information and updates easily, and have given me the opportunity to participate in online educational programs and workshops. On top of these, my ability to use digital technologies has given me the confidence to help fellow refugees with the Interviewer digital challenges both while I was at the camp and afterward.

Excerpt - Document: YS Interview.docx, Position: 3703-3767

Digital technologies have mostly helped my integration process.

Excerpt - Document: SB Interview.docx, Position: 6903-7035

Yes, everything is in the internet and those who have learned who have the skills are better situated and have a better advantage.

Enhanced digital skills Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 320-942

On my phone, I use, direct calls, and mainly social media, I spend pretty much of the time using social media. I also use apps like banking apps and I use email as well. Composing and receiving email. I also have the DigID app on my phone. That is actually on my laptop. I use my computer for accessing language learning resources for example. I watch videos and so on. There are also online available books that I access with my computer. That's it, I guess. I use Microsoft packages mainly Microsoft Word. I download images on my phone. But if it is a document for example in PDF version I download them on my computer.

Excerpt - Document: RG Interview.docx, Position: 230-353

Well social media apps, banking, gaming and entertainment in my phone. I use Word and Excel, PDF and browsing in my laptop.

Excerpt - Document: JB Interview.docx, Position: 832-1363

On my mobile phone, I use it for making direct phone calls to my family and friends, which helps me stay connected with them. I also use social media apps like WhatsApp, Telegram, Messenger, and IMO to communicate and share updates with people in my community. In addition, I utilize DigID and banking apps, for managing my finances and accessing important services. On my laptop, I often use it for sending and receiving emails, participating in video conferencing platforms, and creating documents using word processing software.

Excerpt - Document: FGD Transcription.docx, Position: 1581-1890

I use my laptop for sending and checking emails, reading something, if I have something to order online and rarely for YouTube. I use my phone for daily contact, online banking, social media and DigID. I use apps like WhatsApp, IMO, hospital apps, music apps, online shopping apps. I use my tablet for email.

Excerpt - Document: FGD Transcription.docx, Position: 1896-2308

I use my phone for contact, I also use my phone to get my work schedule, payments and the like. In the past everything was done manually and face to face. Now everything is in technology and it is a must to know how to use these digital technologies. I use my phone to contact my family and

friends, I use it for banking services, and housing services. And literally I am dependent on this phone for everything.

Excerpt - Document: YS Interview.docx, Position: 816-1468

On my mobile phone, I use social media apps like Facebook, Telegram, WhatsApp, and IMO to connect with my friends and family. And recently I've become a big user of TikTok. I also use YouTube on my phone sometimes. On my laptop, I use video conferencing apps like Skype and Zoom to attend online classes and meetings, and Microsoft Word, PowerPoint, and Excel to process documents. I also use YouTube for entertainment and educational content on my laptop. I use various software for my studies, programming, and accessing online learning materials. My desktop is mostly for watching movies, it is a huge screen. And I also use it to play video games.

Essential digital skills Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 9916-10163

I think different people might have different answers, depending on what they want to do, and what they need. But for me being able to access websites, like signing up or logging in and then doing what they have to, I think this is very essential.

Excerpt - Document: HJ Interview.docx, Position: 10045-10302

What could that be? We don't use email in my country. But here, wherever you go they would ask if you have an email. It is all about emails. Some of them would even say, if you don't have an email, we won't send you a post mail. This is extremely difficult.

Excerpt - Document: JB Interview.docx, Position: 10802-11052

One particularly digital skill that I think is important for my integration into Dutch society is advanced and interactive language learning platforms. These can provide opportunities for language practice, and can help me improve my Dutch language.

Excerpt - Document: YN Interview.docx, Position: 11832-12261

This is a difficult question if I have to choose a specific thing that is very important. I would say the ability to go to a certain website on the internet, search for something, find information, and complete something that concerns you. If a person is able to do this, I think his life here would have been much much easier. Because all organizations would ask you to go to their website, read something there or do something.

Excerpt - Document: SB Interview.docx, Position: 9142-9312

If you can read and understand the language, if you can use a computer and the internet you will be happy here. So, I think it is a computer skill that can help refugees.

Smartphone Is Weighted: False Description

Excerpt - Document: MB Interview.docx, Position: 103-142

A smartphone, for calling, social media

Excerpt - Document: HJ Interview.docx, Position: 484-526

I have this Samsung phone, and that is it.

Excerpt - Document: YN Interview.docx, Position: 295-358

To be honest, I only have this smartphone this one right here.

Excerpt - Document: FGD Transcription.docx, Position: 905-943

I have a Samsung phone not an iPhone,

Excerpt - Document: FGD Transcription.docx, Position: 1039-1070
I have a Samsung smartphone too

Excerpt - Document: FGD Transcription.docx, Position: 1175-1206
I only have my phone, this one.

Excerpt - Document: ZF Interview.docx, Position: 583-626
Of course! I own a smartphone and a tablet.

Excerpt - Document: SB Interview.docx, Position: 777-829
I have this phone and I use it always all the time.

Excerpt - Document: FR Interview.docx, Position: 103-113
Smartphone

Excerpt - Document: SO Interview.docx, Position: 104-114
Smartphone

Excerpt - Document: WB Interview.docx, Position: 499-523
I only have a smartphone

Smartphone and computer Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 110-133
Smartphone and a laptop

Excerpt - Document: RG Interview.docx, Position: 111-143
Smartphone and a laptop computer

Excerpt - Document: JB Interview.docx, Position: 459-514
I have and I am familiar with a smartphone and laptop.

Excerpt - Document: FGD Transcription.docx, Position: 769-799
Telephone, Laptop and tablet.

Excerpt - Document: YS Interview.docx, Position: 303-411
I am familiar with various digital devices, but mainly I use a smartphone, a laptop, and a desktop computer.

Digital support channels (Sub theme) Is Weighted: False Description

Case workers digital support Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 17515-17713
I would say the case workers could allot some of their time towards assisting us or perhaps showing us how to use certain technologies. A clear set of expectations and activities should be defined.

Excerpt - Document: SB Interview.docx, Position: 2617-2832

Of course it does, every two weeks I go to my case worker carrying the letters and my phone. It is the language and the digital that is very difficult to navigate. So, it makes it difficult for me to do many things.

Excerpt - Document: SB Interview.docx, Position: 7411-7791

Yes, I told you earlier that I go to my case worker every two or three weeks carrying all the letters and things that I wanted get done. My case workers have changed many times and not all of them were very supportive. One was actually not happy with me taking everything to her or calling multiple times seeking assistance. So, I don't feel good troubling them with everything.

Organizational Support

Is Weighted: False

Description

Excerpt - Document: HJ Interview.docx, Position: 3302-3659

There is this organization called Diburt? [unintelligible]. You have to make an appointment, go to their office with the stuff that you needed help with and they help you with these digital technology issues. If there is something that you have to pay or something that you have to process, they help with literally anything that is difficult for you to do.

Seeking help from neighbors

Is Weighted: False

Description

Excerpt - Document: FGD Transcription.docx, Position: 14055-14158

I ask for help from young people and neighbors. So even for the simplest things I have to ask for help.

Support from family and friends

Is Weighted: False

Description

Excerpt - Document: YN Interview.docx, Position: 9988-10085

I personally am not good at using these technologies, so my friends help me whenever I need them.

Excerpt - Document: FGD Transcription.docx, Position: 13152-13284

So, how did I overcome these challenges? Well, I sought help from my daughters and my friends who are more tech-skilled than I am.

Excerpt - Document: FGD Transcription.docx, Position: 15735-16010

For me my friends are my greatest support whenever I need help doing something online, making an appointment or an application. But that also has its own down sides. It made me very comfortable. For example whenever I want to do something, I just call my friend or go to him.

Excerpt - Document: FGD Transcription.docx, Position: 25066-25154

I literally depend on friends and neighbors for everything that requires a digital tool.

Digitalizing services (Sub theme)

Is Weighted: False

Description

Digital health

Is Weighted: False

Description

Excerpt - Document: ZF Interview.docx, Position: 8119-8228

I regularly use my clinic's website to make and change appointments, especially since the birth of my babies.

Digitalization of everything

Is Weighted: False

Description

Excerpt - Document: GT Interview.docx, Position: 6723-7011

Yes, digital skills are definitely important. I said before digitalization is getting into every sector. So definitely for someone with digital literacy, things and accessing services is going to be easier. And that will be totally different for a person with little or no digital skills.

Excerpt - Document: RG Interview.docx, Position: 6504-7005

Yeah, digital skills are necessary if not mandatory in accessing basic social services in the Netherlands. Many services, such as dealing with appointments, which is very common thing as a refugee, submitting applications, and accessing information, are predominantly done on the internet, on their websites or on their application. Without adequate digital skills, and ability to use the internet it is very challenging and hard to go through these things smoothly and access the services they needed.

Excerpt - Document: YN Interview.docx, Position: 10624-10901

Wow absolutely, no doubt about it. Let me tell you this brother, in this country almost everything is online. The market is online, food is online, the bank is online, shopping is online, and utilities like water and electricity are online. Therefore it is very very important.

Excerpt - Document: FGD Transcription.docx, Position: 5769-5897

As you all can see, this country is advanced in technology. And they have everything on the internet, computer or mobile phone.

Digitalization of services

Is Weighted: False

Description

Excerpt - Document: GT Interview.docx, Position: 1987-2254

About digitalization, many things require you to be digitally proficient in this country. It can be in making appointments, or almost everything related to your immigration status. Getting a BSN and everything works through appointments which are mostly done online.

Excerpt - Document: GT Interview.docx, Position: 6723-7011

Yes, digital skills are definitely important. I said before digitalization is getting into every sector. So definitely for someone with digital literacy, things and accessing services is going to be easier. And that will be totally different for a person with little or no digital skills.

Excerpt - Document: GT Interview.docx, Position: 7012-7362

So, I use the banking app, Kowa, and IND websites because those are directly related to my immigration status in this country and soon. You need some service, you have to make an appointment, you have to read some information before you go, and you have to download or upload some documents. It is a lot of things that you have to do on the Internet.

Excerpt - Document: RG Interview.docx, Position: 6015-6403

Yes, I have utilized digital tools and resources to navigate the Dutch system and access basic services. Online government websites, informational videos, and translation tools have been helpful in understanding the procedures and requirements. Additionally, online platforms and forums where fellow refugees share information and experiences have provided valuable insights and guidance.

Excerpt - Document: RG Interview.docx, Position: 6504-7005

Yeah, digital skills are necessary if not mandatory in accessing basic social services in the Netherlands. Many services, such as dealing with appointments, which is very common thing as a refugee, submitting applications, and accessing information, are predominantly done on the internet, on their websites or on their application. Without adequate digital skills, and ability to use the internet it is very challenging and hard to go through these things smoothly and access the services they needed.

Excerpt - Document: JB Interview.docx, Position: 2694-2824

In addition to that, digital skills have assisted me in accessing information about job opportunities, and educational resources.

Excerpt - Document: JB Interview.docx, Position: 8429-8853

Yes, for me digital applications and the internet have been helpful in navigating the Dutch system and accessing services. Online government services, official websites, and information sharing tools provide me useful information about the available services, the eligibility requirements, and how to access them. I use these technologies particularly for my contact with the government, healthcare, education and housing.

Excerpt - Document: JB Interview.docx, Position: 9024-9310

Digital skills are crucial for accessing almost all services in the Netherlands. Things are moving online, and having the digital skills allows people to use these resources. From making appointments with a doctor, paying bills, finding a job, buying things literally everything is onli

Excerpt - Document: YN Interview.docx, Position: 9901-10477

In all the services, the social services there are applications like health insurance. I personally am not good at using these technologies, so my friends help me whenever I need them. I prefer to make phone calls and arrange whatever it is I want to do. That way it is easier. They will tell me to go to the Internet and fill out a form which I can't do. They will tell me to go online and read something but I can't. That's why I directly call them. Even that is a technology by itself, right? But now since I am also getting better with the language that is what I prefer.

Excerpt - Document: ZF Interview.docx, Position: 7591-7913

Yes, I strongly believe that digital skills are very important to access basic services here in the Netherlands. If you see the services here almost all of them are available online, banking, shopping, appointments, hospitals, and everything. It is necessary to have the know-how of digital technologies and the internet.

Excerpt - Document: YS Interview.docx, Position: 9096-9319

Digital skills are important in accessing basic services in the Netherlands. From scheduling medical appointments to submitting important documents, digital literacy is essential for navigating the Dutch system effectively.

Excerpt - Document: SB Interview.docx, Position: 2885-3407

Yes, making appointment with a doctor. For that you need to do it on the internet, they gave me a piece of paper and told me to login and make, change or cancel appointments. But I can't do it myself. The other option is making appointment by calling them. That is also not easy because of the language. But there are interpreters who speak Tigrinya during actual medical examinations. Another issue is when you have something to do with the municipality or IND. They would ask you to do something online most of the time.

Housing on WhatsApp groups

Is Weighted: False

Description

Excerpt - Document: FGD Transcription.docx, Position: 18245-18321

So we actively share information, post house for rent or something for sale.

Problem with housing

Is Weighted: False

Description

Excerpt - Document: FGD Transcription.docx, Position: 23760-24173

Another thing is about the housing. So for a long period of time, I didn't face a problem with housing, but once I had to use this application for housing. So, a list of housing would appear on the screen, many of them. I never had to use that before, so I had no idea what to expect and what to do literally. And then, I would see the list, I don't know what to do. I look at them and they look at me (laughing).

Empowerment through digital literacy (Sub theme) Is Weighted: False

Description

Advanced language course Is Weighted: False Description

Excerpt - Document: HJ Interview.docx, Position: 12295-12472

Not much, I just wanted to emphasize the importance of training and language. The language training we get is very basic, just basic communication. You can't do much with that.

Excerpt - Document: JB Interview.docx, Position: 10803-11053

One particularly digital skill that I think is important for my integration into Dutch society is advanced and interactive language learning platforms. These can provide opportunities for language practice, and can help me improve my Dutch language.

Job trainings Is Weighted: False Description

Excerpt - Document: YS Interview.docx, Position: 10095-10394

Integration can be simplified if you improve your language skills and if you learn technical knowledge in fields that have good job opportunities in the Netherlands. It can also help you to succeed in the long term if you know how the Dutch education and workforce system requInterviewerements work.

Excerpt - Document: YS Interview.docx, Position: 10612-10778

It would be very helpful to have digital skills training, more accessible and fit the needs of the refugees, especially related to job search and employment purposes.

Offering digital literacy trainings Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 10354-10473

Training, training, and training. I told you earlier, even myself I have digital skills, I still need advanced skills.

Excerpt - Document: RG Interview.docx, Position: 2682-2974

I believe preparing and delivering digital skills training according to the needs and levels of refugees would be beneficial. This could be a basic computer literacy, and guidance and instructions on how to use the main applications necessary to access different services on the Netherlands.

Excerpt - Document: RG Interview.docx, Position: 8251-8337

I can't say a sigle or a specific skill, but overall basic digital literacy is a must.

Excerpt - Document: RG Interview.docx, Position: 8548-8966

I think, I think if you ask anyone from Eritrea, I swear this is what they would say: digital skills training programs. You have no idea hoe many people would come asking me how to do this and that, how to make appointments, how to submit an application. How to use email, how to see an email. So, I think trainings that take the diverse needs and levels of digital literacy among refugees would be highly beneficial.

Excerpt - Document: HJ Interview.docx, Position: 10493-11107

I told you earlier about the organization that helps us do things or solve our issues. They don't show us how to do it, they just solve whatever issue that you have. So we, face a lot of challenges due to this. Another point I would like to make is that we are not all the same, we are different in background, the way we were brought up, the country we come from, and everything, culture. We shouldn't be treated as if we are the same. Even if you stay here for 10 years, that doesn't mean you will get everything. It is just difficult. So, training in digital technology and how to use them would be so helpful.

Excerpt - Document: HJ Interview.docx, Position: 12295-13077

Not much, I just wanted to emphasize the importance of training and language. The language training we get is very basic, just basic communication. You can't do much with that. As to the [Debrt VVN?], they solve your instant issue and you will go back another day. One day I asked her to show me how to do it myself and she said, I don't have time. I understand her, I am not blaming her, there were others waiting for help. Their office is super busy with a lot of people lining up to get help with their issues. They could have given us training on how to do these things and make everyone's life a little better. But the system shouldn't be that way. Every time something that I have to complete online comes, I get stressed. Sometimes I get a fine. I can't emphasis this enough.

Excerpt - Document: YN Interview.docx, Position: 12452-13203

As to me, trainings are very important. For example, language is a mandatory course for refugees. It is mandatory, yes of course language is fundamental and it helps you a lot. We are talking about integration and that is one of the most important things. However, along with the language courses digital training should also be provided as a mandatory. I would have loved that. Especially for us, you know the situation in our country. It would have been a great deal for us. Otherwise, there is no room for growth and for improvement. Do you understand? You will be bound to do the same lower jobs forever. There won't be improvements in your life. Therefore, if the government can make digital training and make that mandatory, that would be great.

Excerpt - Document: FGD Transcription.docx, Position: 16138-16617

I would say digital literacy trainings first and foremost. Many people arrive here with limited knowledge of using digital devices and online platforms, so offering such trainings would be immensely beneficial. It could have been provided in the first months when we were learning the language. One of the mandatory things you do as a refugee here is attending a language course. As refugees, I understand the importance of learning the Dutch language to integrate successfully.

Excerpt - Document: FGD Transcription.docx, Position: 17206-17510

I agree with what SL said about providing training. I think that could be something the municipalities should consider. Digital skill is the language that we use to communicate with modern technologies, so as much as providing Dutch language courses, digital skills courses should also be made available.

Excerpt - Document: FGD Transcription.docx, Position: 17719-17748

Same, training is essential.

Excerpt - Document: FGD Transcription.docx, Position: 28683-28844

As to me it would be helpful if there were access to online and offline courses depending on the individual situation and preferences that teach digital skills.

Excerpt - Document: FGD Transcription.docx, Position: 29088-29232

I agree with you, digital trainings are essential, but they should be available for free. Because I don't want to have another debt (laughter).

Excerpt - Document: ZF Interview.docx, Position: 10279-10532

I believe providing more accessible and comprehensive digital skills training would be very very helpful. Also, having language support on various online platforms and resources which are targeted specifically for refugees would make a huge difference.

Excerpt - Document: YS Interview.docx, Position: 10612-10905

It would be very helpful to have digital skills training, more accessible and fit the needs of the refugees, especially related to job search and employment purposes. Language barriers can be reduced by offering resources in different languages, which could also encourage more people to join.

Excerpt - Document: FR Interview.docx, Position: 3618-3635

Computer training

Excerpt - Document: FR Interview.docx, Position: 3661-3695

How to use email

How to use Google

Tailored trainings

Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 4957-5158

First, providing robust digital skills training programs. But the trainings should be prepared by first understanding the specific needs of the refugees. Because different people have different needs.

Excerpt - Document: JB Interview.docx, Position: 11401-11713

I believe providing accessible and all round trainings specifically designed for refugees would be highly important. These programs should consider the language difficulties refugees have, differences in educational backgrounds. In addition, ensuring equal access to technology and internet would be fundamental.

Excerpt - Document: SB Interview.docx, Position: 9503-9795

I think training is very important. As refugees, we have a lot of time staying in camps doing nothing. Some people are fast, they understand things quickly, some people are not. So we can make use of the time we spend in camps to learn and develop some skills that we can use them afterwards.

Equitable support ecosystems (Sub theme)

Is Weighted: False Description

Access to digital devices

Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 2974-3092

In addition to that, making sure affordable and reliable access to digital technology and internet would be helpful.

Excerpt - Document: MB Interview.docx, Position: 3921-3946

Laptops, and smartphones

Excerpt - Document: JB Interview.docx, Position: 5282-5389

addition to that, ensuring equal access to digital tools can help address the issue of access disparities.

Excerpt - Document: FGD Transcription.docx, Position: 16948-17200

Additionally, making sure that refugees have access to digital devices is crucial. For a lot of refugees, owning a smartphone or a computer might not be easier, especially considering the challenges we face in the migration journey and early life here.

Excerpt - Document: FGD Transcription.docx, Position: 29356-29486

I agree, but in addition to trainings devices like laptops and tablets should be provided with affordable prices, if not for free.

Excerpt - Document: FR Interview.docx, Position: 3636-3660

Laptop or tablet support

Creating support groups

Is Weighted: False

Description

Excerpt - Document: RG Interview.docx, Position: 8967-9136

Additionally, creating social media groups or communities where refugees can connect with people who can guide and help them with their digital issues is also important.

Mental health support

Is Weighted: False

Description

Excerpt - Document: SO Interview.docx, Position: 3874-3895

Mental health support

Websites in Tigrinya

Is Weighted: False

Description

Excerpt - Document: FGD Transcription.docx, Position: 29487-29629

Also, the platforms and websites they should really add Tigrinya as an optional language. We are a lot of Eritreans and that would be helpful.

Integration challenges

Is Weighted: False

Description

Difficulty adapting to the culture

Is Weighted: False

Description

Excerpt - Document: YS Interview.docx, Position: 2012-2241

Overall, the integration process has been challenging as you can expect going to a new country and learning a new language, and adjusting to a totally new way of life here. It took time to adjust to the new culture and language.

Excerpt - Document: SO Interview.docx, Position: 301-675

Integration is harder for me

If it wasn't for my wife, I wouldn't stay here

I like the lifestyle of my community

European lifestyle and culture are not for me

Communal life preferred

Friendship, cultural festivals, family are important for me

I miss a lot of things

I can't go and visit my family in Eritrea

If I do I will lose my status here and may be arrested in Eritrea

Discrepancy

Is Weighted: False

Description

Excerpt - Document: HJ Interview.docx, Position: 11443-11656

Why do you think all these getting into drug problems or criminal activities? Because reality and what we have imagined is completely different. So that creates stress, and many people end up in drugs or casinos.

Family expectation

Is Weighted: False Description

Excerpt - Document: HJ Interview.docx, Position: 11145-11442

Another issue, which is very much related to our case as a community is, we have people expecting from us, and all you want to do is to start working as soon as possible and have something. Starting from myself, what is in our mind is not education or something but changing ourselves financially.

Getting a BSN

Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 5520-5713

I am not working at the moment actually. But the most challenging part I would say was getting a BSN. This is especially true at the beginning of the process. And without a BSN you can't work.

Excerpt - Document: MB Interview.docx, Position: 2598-2674

*No paper no work
No paper no BSN and job
No paper - made it difficult for me*

Stress delaying integration

Is Weighted: False Description

Trauma

Is Weighted: False Description

Excerpt - Document: ZF Interview.docx, Position: 9290-9677

Also, may not be related to digital technologies, but many of us have seen a lot things in Eritrea, Sudan Libya, and crossing the sea. Many people die on the way, and many people have been affected mentally afterward. But here, you stay in camp and continue to live as if nothing has happened. Is that possible? I don't think so. That itself creates challenges in learning the language.

Excerpt - Document: WB Interview.docx, Position: 1217-1368

War and military background make you forget things easily, but don't let you learn quickly. The trauma of war is everlasting, I can't focus and learn.

Unfamiliarity of Dutch system

Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 7134-7309

: I think I did, not because I can't use the internet, thanks to Google Translate and Google maps but I have faced challenges idue to unfamiliarity with the country's system.

Excerpt - Document: JB Interview.docx, Position: 6945-7110

I have faced problems in finding employment in the Netherlands. Language barrier and difficulty in understanding the country's job market are main challenges for me.

Excerpt - Document: JB Interview.docx, Position: 7990-8299

Yes, again it is the language barrier at the top of my head. Also the unfamiliarity with how everything works in this country has also been a challenge for accessing these services. Additionally, limited knowledge of available resources and the eligibility criteria for certain services can create challenges.

Language barrier (Sub theme)

Is Weighted: False Description

Google translate is not reliable

Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 11801-11960

Yeah, but again you can use Google translate if you understand English, but many resources and websites are in Dutch. That can be challenging for some people.

Excerpt - Document: FGD Transcription.docx, Position: 22489-22786

Also, they would send you email or information in Dutch, I can translate it in Google but Google translate is not reliable. For example my Bank was only available in Dutch back then, that made it very difficult for me to check my balance, send money or adjust settings for automatic monthly bills.

Excerpt - Document: ZF Interview.docx, Position: 8938-9290

A lot of my friends are actually not able to understand the letter or use a translation tool. But let's say you can use a translation tool, but you can only get a better translation if it is English to Dutch or vice versa. Give Google Dutch text and ask it to translate to Tigrinya, and it gives you all nonsense. So, that is a huge challenge I think.

Excerpt - Document: FR Interview.docx, Position: 1572-1623

Google Translate in Tigrinya is not well developed

Excerpt - Document: FR Interview.docx, Position: 3173-3228

Google Translate not very good for Tigrinya and Amharic

Language barrier Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 4523-4730

Language is a challenge obviously, but for me, I understand a little bit of English and that helped me a lot. So I translate Dutch content into English and I won't say I faced many challenges in that sense.

Excerpt - Document: GT Interview.docx, Position: 4730-4782

But for people who don't understand English, maybe.

Excerpt - Document: RG Interview.docx, Position: 2336-2555

Language barrier makes it difficult to understand instructions, guidelines or navigate online websites or materials. Additionally, I sometimes struggle to find the right resources or to access the necessary technology.

Excerpt - Document: JB Interview.docx, Position: 3409-3556

This being said, there also have been some challenges too. For example at times, language barrier have created obstacles in accessing information.

Excerpt - Document: JB Interview.docx, Position: 4427-4550

Language barrier sometimes make it hard to understand certain digital applications even if you have the skill to use them.

Excerpt - Document: YN Interview.docx, Position: 1548-1698

First, there is the language problem, I only speak Tigrinya. So, here if you can't speak Dutch and or English especially Dutch it is very challenging.

Excerpt - Document: YN Interview.docx, Position: 6029-6523

Wow Mihretab brother, the first challenging thing is the language. Sometimes I think to myself, what if all the websites were in Tigrinya, all the applications and everything? Everything would have been so much easier. Here internet resources are in Dutch and English, reading in Dutch is another

challenge by itself. Especially at the beginning. I took Dutch language course but I don't speak English. Another thing is personally I do not have a computer, I could have bought one but I didn't.

Excerpt - Document: YN Interview.docx, Position: 7801-8074

The challenges in finding employment are, at first it was primarily the language challenge. It is very difficult to find work if you don't speak either Dutch or English. So that was difficult. So, people from our country prefer to just work informally like what I told you.

Excerpt - Document: FGD Transcription.docx, Position: 15200-15613

Language has also been a significant problem for me in dealing with digital technologies. When I first arrived, I couldn't speak English or Dutch, and that posed additional challenges. The languages used on smartphones and applications were primarily in English and Dutch, but unfortunately, not in my native language Tigrinya. Trying to look everything in a language I wasn't familiar with was quite challenging.

Excerpt - Document: FGD Transcription.docx, Position: 22489-23010

Also, they would send you email or information in Dutch, I can translate it in Google but Google translate is not reliable. For example my Bank was only available in Dutch back then, that made it very difficult for me to check my balance, send money or adjust settings for automatic monthly bills. Even it was hard when I want to cancel my subscription to certain services. And when you call them directly, sometimes the officer may not speak English or may not be good in English. That was pretty much difficult for you.

Excerpt - Document: FGD Transcription.docx, Position: 23016-23070

Language has always been a challenge for me, even now.

Excerpt - Document: FGD Transcription.docx, Position: 27807-27921

I think I already mentioned it earlier. Language and lack of ability to use technology are the challenges I face.

Excerpt - Document: ZF Interview.docx, Position: 4957-5180

Some apps and websites can be difficult to access, as they are in Dutch and even English. Language is actually the most common challenge, be it in using digital technologies or accessing services in different organizations.

Excerpt - Document: ZF Interview.docx, Position: 8489-8784

Yes, language challenge has sometimes made it challenging to understand all the information provided on the websites and applications. Many websites and applications are only available in the Dutch language, which can be difficult for newcomers like me especially before you learn the language.

Excerpt - Document: YS Interview.docx, Position: 5632-6013

Well maybe, the fact that services, websites, and most importantly official letters are only in Dutch was challenging at first. But as I said I assist my fellow refugees in whatever digital challenges they might have. So I have seen many of them struggle using the Internet, using translation apps, buying or ordering things online, and getting and going to appointments.

Excerpt - Document: YS Interview.docx, Position: 6361-6432

Language adds to it. Especially the letters which are always in Dutch.

Excerpt - Document: YS Interview.docx, Position: 9459-9540

Accessing basic services can be difficult sometimes because of language barriers.

Excerpt - Document: SB Interview.docx, Position: 4419-4575

For me language is the biggest challenge I think. I am still struggling learning the language. But to use the technology the problem is not only language.

Excerpt - Document: SB Interview.docx, Position: 7166-7351

Yes, I have faced many challenges in accessing basic services. The main challenge for me as I said before is the language and also not being able to use these technologies as I wanted.

Excerpt - Document: FR Interview.docx, Position: 1477-1571

Language barrier yes, it is in Dutch or in English, both can be difficult before I learn Dutch

Excerpt - Document: FR Interview.docx, Position: 3135-3172

Language contributed to the challenge

Official letters in Dutch

Is Weighted: False

Description

Excerpt - Document: GT Interview.docx, Position: 8591-8742

When it comes to letters, by the way, we all face difficulties. The official letters are written in Dutch and that is quite challenging to understand.

Excerpt - Document: ZF Interview.docx, Position: 8784-9031

The language problem is not just in the digital realm. Dutch organizations communicate primarily in Dutch. So we receive letters and everything in Dutch. A lot of my friends are actually not able to understand the letter or use a translation tool.

Excerpt - Document: YS Interview.docx, Position: 6361-6432

Language adds to it. Especially the letters which are always in Dutch.

Navigating digitalization hurdles (Sub theme)

Is Weighted: False

Description

Assuming everyone as tech savvy

Is Weighted: False

Description

Excerpt - Document: YN Interview.docx, Position: 5015-5294

Well, people nowadays say if you want to learn everything is available on the Internet. Yes, that is right, but I would like to ask these people whether everyone knows how to use the Internet. Do you understand? As a young person, there are certain things people expect from you.

Excerpt - Document: FGD Transcription.docx, Position: 14416-14715

The general assumption that everyone is good with smartphones and technology can be stressful. People see me as a young person and automatically assume I can handle anything with smartphones and technology, but the truth is, I wasn't as proficient as they thought, especially when I first came here.

Digitalization as a hurdle

Is Weighted: False

Description

Excerpt - Document: GT Interview.docx, Position: 7363-7462

If you can't use well your phone, if you can't use social media you will face a lot of challenges.

Excerpt - Document: RG Interview.docx, Position: 6836-7005

Without adequate digital skills, and ability to use the internet it is very challenging and hard to go through these things smoothly and access the services they needed.

Excerpt - Document: MB Interview.docx, Position: 1194-1299

Difficult to make payments online, make appointments, use email, Writing emails, checking, and responding

Excerpt - Document: HJ Interview.docx, Position: 1725-1953

Well, I am not much integrated in that sense, but I think these technologies like WhatsApp are helpful to communicate with them. But, in some way even though I am not much in contact with the Dutch people, technology is helpful.

Excerpt - Document: HJ Interview.docx, Position: 2887-3240

As you know and as you can see everything is digital here. And it is totally different from where we come from, for me and for my friends. You won't be doing things that you want to do because of language or because you can't properly use technology. So you will definitely miss some opportunities or you won't be able to do things that you want to do.

Excerpt - Document: HJ Interview.docx, Position: 6854-7242

Oh it is extremely difficult for a person from our country to navigate through everything here. You know the differences in technology and in the way we were brought up. You really need support and guidance. They would ask you to do this and that on the Internet, I can't do them all by myself. There was a time when I had to pay a 600 Euro fine because I missed making a payment on time.

Excerpt - Document: HJ Interview.docx, Position: 7544-7690

There was also a time I had to pay extra because the payment was to be made using a digital means, I didn't know how to and I paid the punishment.

Excerpt - Document: HJ Interview.docx, Position: 8154-8748

Let me share with you a story of a friend who came here the same year as me. So, a lot of contacts in this country are made via email or they would ask you to do something on the internet, instead of the postal letters. This poor guy, he doesn't know much about the internet or other digital tasks. So, for this poor friend, a debt that he was not aware of was accumulating. Then, they confiscated his belongings, and even then his debt would not be covered. Then he was forced to leave his house and he ended up becoming homeless. He became out of all the services and benefits in the country.

Excerpt - Document: YN Interview.docx, Position: 3036-4031

Speaking from my situation, the thing that I have not enough digital skills or the ability to use the digital technologies of this time I feel like it hindered me. Because, some things that I should be doing or things that I have to do I can't do them because of this. Once upon a time when I was new in this country, in the first few months, I had an appointment at one organization. I had an email address, but I didn't know how to use it someone set it up for me back then. And in one form I filled my email address. Later on they sent the appointment to my email address. I was just waiting someone would tell me or notify me about it as I Didn't know how to use email. I had no idea about it. Because of that I failed to go to my appointment. It was for a housing arrangement by the way. And I missed my opportunity then just because of that. Therefore, in order to communicate with different organizations, in order to get information, make an appointment and so on it is very important.

Excerpt - Document: FGD Transcription.docx, Position: 6127-6381

But for many people from our country, many of my friends that is not easy. And they would come and ask for help. Generally speaking, I believe digitalization is making it difficult for people in our community from integrating well into the Dutch system.

Excerpt - Document: YS Interview.docx, Position: 4018-4252

Not going to detail, if you have digital know-how, your life will be a lot easier in the Netherlands. I am telling you this because I have seen a lot of friends and people struggling to get things done in the Interviewer everyday life.

Excerpt - Document: WB Interview.docx, Position: 140-498

Integrating into Dutch society has been challenging. Even though, I am grateful for the freedom and opportunities this country has offered me, the digital aspect of life here has been quite challenging to get used to. I don't possess internet and technology skills necessary in this system, which has made it difficult for me to do many things independently.

Excerpt - Document: WB Interview.docx, Position: 1370-2262

For over a decade, I served as a soldier stationed at the Ethio-Eritrea border, sacrificing my youth, education, and everything. I never had control over my own life, constantly yearning for freedom... Eventually, I made the decision to flee and came here, which turned out to be one of the best choices I've ever made. However, I found a stark contrast between my previous reality and my present digital life. It feels as though I had been in a prolonged sleep, only to wake up in a completely different world... The reliance on digital systems leaves me feeling powerless as if I can no longer accomplish anything independently. I had to ask for help to apply something on the internet or use an application. And honestly, I don't like that. The freedom I longed for appears to be further out of reach." The overall system of this country is digital and that made it very difficult for me.

Excerpt - Document: WB Interview.docx, Position: 4259-4323

If you don't understand digital skills you will lose everything,

Feeling digitally leftout Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 6387-6714

Well, it has been more than 20 years since I come here. And when I first come here technology was not an issue. It is recently that everything has changed and the pace of change was very fast. I think I consider myself for not being able to catch up with the fast technological change. Before I knew it everything was changed.

Excerpt - Document: FGD Transcription.docx, Position: 11966-13151

Back when I first arrived here over twenty years ago, digital technology weren't as extensive as they are now. But as time went on, everything started interconnecting, and keeping up with it all became a real challenge for me.

So for me besides to the language as SL mentioned, one of the main challenge was adapting to the continuous changes in digital technology. It seemed like every day, there was a new application or software, and I couldn't keep up with all of them. Then I gave up to try to learn and install every new app and skill needed for it.

My God, I used to be a host of a PalTalk (Laughter). That was very cool and in my time I was like a tech-savvy (laughter). So, while my daughters for example seemed to embrace the latest tech without effort, I found myself struggling to learn and adapt to the new digital tools.

Moreover, as digital devices and services became more integral to daily life, there were times when I felt left out because I didn't have access to certain technologies. While smartphones and tablets have become

ubiquitous, I clung to my trusty old flip phone for a long time. Eventually, I did make the switch, but it wasn't an easy decision for me.

Excerpt - Document: FGD Transcription.docx, Position: 13943-14054

As more and more things transitioned to online, I felt a bit left out and disconnected from the digital world.

Feeling discomfort

Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 14103-14330

So even for the simplest things I have to ask for help. But that don't make you feel good. You won't have privacy as the person who is helping you will see and know everything or your bank or health information can be at risk.

Excerpt - Document: WB Interview.docx, Position: 4508-5038

ou don't want to ask someone for help every day - so you decided to pay more instead of asking favors. For example I will go to Basel next week. I know the tickets can be bought on the internet, but I can't do it and I am tired of asking people for help. So, I will have to go to Sloterdijk station and have to buy in person. I would prefer to spend the cost and time instead of asking people every now and then. That is the solution I choose - email appointments and pharmacy paper - but instead I prefer to go and walk by myself

Lack of digital skills

Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 7907-8121

He was telling me about his experience. He didn't know very well how to use Google Maps. They sent him a letter for an appointment with his lawyer. And he ended up in a different place and missed his appointment.

Excerpt - Document: YN Interview.docx, Position: 2349-2885

You know what Mihretab brother, sometimes I wish I had mastered the computer or the phone. If I was good with computers and had some skills the whole thing of integrating here might have been a little bit easier. However, to be honest, and you know it yourself I have never seen a computer before. I didn't have the chance to learn that as a child. Even a phone I only had access to it after I left Eritrea. That's why I sometimes wish I had those skills. So, it is difficult for me to say that it helped me integrate Mihretab brother.

Excerpt - Document: YN Interview.docx, Position: 5295-5826

People talk about globalization, that everything is interconnected through globalization, that everything is becoming one. Everything is available on the internet and that is true. As I told you earlier, I only use my phone. So, using my phone I am able to learn on YouTube, Facebook and so on. However, if I were good at computers, if I had the skills to go and seek information on websites that would have been very helpful. So when learning the Nederland language I was watching YouTube videos and other videos just in my phone.

Excerpt - Document: YN Interview.docx, Position: 9425-9777

In my case, I faced extra challenges because of my lack of skill to use email as I told you earlier. They sent me an email, and I don't know how to use email, I only had the email address but didn't know how to use that. They sent the email and I missed the opportunity to have the housing arranged earlier. I had to wait again afterward because of tha

Excerpt - Document: FGD Transcription.docx, Position: 7698-7896

So, I struggle a lot to do things online or on applications. So I think it is somehow difficult for me. But again, I think it will be better with time. Because I still feel I am new to this country.

Excerpt - Document: FGD Transcription.docx, Position: 27807-27921

I think I already mentioned it earlier. Language and lack of ability to use technology are the challenges I face.

Excerpt - Document: SB Interview.docx, Position: 2243-2456

I don't have experience using technological tools. Because of that I can't do many things by myself, people with the know how can help you do things or solve your issues. But I can't do things that I have to do.

Excerpt - Document: SB Interview.docx, Position: 4286-4420

Unfortunately for me I haven't gone further with my education back home, and that's why I don't use a computer or other technologies.

Excerpt - Document: SB Interview.docx, Position: 7166-7247

Yes, I have faced many challenges in accessing basic services. The main challenge

Excerpt - Document: FR Interview.docx, Position: 725-802

For me, it has helped me and not helped me also, because of a lack of skills

No digital skills trainings Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 10473-10586

And unfortunately, I haven't come across refugee-specific training organized by the government or other entities.

Excerpt - Document: HJ Interview.docx, Position: 9675-9884

No, training. If you have issues or need help with a certain service, digital mediated service mostly, there is this organization [Debrt VVN?]. But apart from that there is no education or training whatsoever.

Excerpt - Document: YN Interview.docx, Position: 8649-8843

They share information and give you some orientation via the municipality. Except for that I personally have not received or known of any digital-oriented or job-related digital skills training.

Excerpt - Document: YN Interview.docx, Position: 11135-11256

I received a Dutch language course, but I haven't received nor searched for digital skills or digital technology courses.

Excerpt - Document: FGD Transcription.docx, Position: 22015-22145

No, not at all. I took online courses on LinkedIn and so on, but I haven't received any training on job searching and application.

Excerpt - Document: FGD Transcription.docx, Position: 22151-22189

No, I didn't get any trainings either.

Excerpt - Document: FGD Transcription.docx, Position: 28212-28311

No, I haven't received any training. I don't think there are digital skills trainings for refugees.

Excerpt - Document: YS Interview.docx, Position: 9870-9924

No, I don't know of any training of such for refugees.

Excerpt - Document: FR Interview.docx, Position: 3409-3435

No digital skills training

Prefer not to use technologies Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 24841-25066

I don't prefer to use those technologies, especially email. So, I have an email, even though I can't use it well. But still, if they ask me if I have an email I would always say I don't. So I would complete my issues there.

Excerpt - Document: SO Interview.docx, Position: 1353-1377

Technology is not for me

Excerpt - Document: WB Interview.docx, Position: 2373-2455

Digital is not mine - I decided to do things in person - it gives me satisfaction

Scared of digitalization Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 10847-10954

When I first came to the Netherlands, I have to admit, the whole digitalized setup was quite scary for me.

Tech change everyday Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 23071-23208

Also, the technologies are changing every day and I can't catch up with all the new software and services. So, now I gave up (laughing).

The internet as another world Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 6870-7086

But I am not good with the technology. So if we are talking about being able to use digital devices very well, then I don't belong there. Because literally, I am detached from the internet. I don't even use an email.

Excerpt - Document: FGD Transcription.docx, Position: 7450-7698

Before I come here, you hear about the internet, and the first thing that comes to your mind or what we know was Facebook. I thought the internet was the same as Facebook. But after coming here, I feel like the internet is another world by itself.

One way integration (Sub theme) Is Weighted: False Description

Accepting norms and values Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 3338-3822

For example I prefer not to talk explicitly here but there are things that you have to accept. For example homosexuality is not allowed in our culture but it is here. So, if we are talking about integration you have to accept and obey by the law and norms of the society. It is my responsibility to abide by the norms even if I disagree. As long as you are here there are things that you have to accept and live by even if you don't like them, That is particularly challenging for us.

Excerpt - Document: FGD Transcription.docx, Position: 3824-3989

AA: To add to what she said, even for me after staying for many years here accepting and getting used to some of the norms like the sex marriage has been difficult.

Excerpt - Document: FGD Transcription.docx, Position: 4854-4920

But gradually you get used to it and accept the norms and values.

Becoming Dutch Is Weighted: False Description

Excerpt - Document: ZF Interview.docx, Position: 1253-1978

Integration, to me, means becoming a Dutch. I mean, when I first came here someone would come and ask me if I am Dutch. And I always was wondering why they would ask such a question, especially seeing that I am a black person. But gradually, I saw that there are black people who are Dutch. So, as I understand it if I learned the language, and start speaking fluently, I would be one of them. I have seen Arabs and Africans who have lived here for many years and some of them who were born in here, who identify themselves as Dutch. That is how I used to joke around with my friends, if I worked hard, learn the language, got my self-education, and be able to find a job with my diploma, then I will say I have become Dutch.

Excerpt - Document: SB Interview.docx, Position: 1603-1685

Integration, for me, means becoming one with the natives here and living happily.

Culture for integration Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 447-579

I understand integration as learning the culture, the language, and of course being able to find a place for myself in the society.

Excerpt - Document: FGD Transcription.docx, Position: 5013-5090

Integration as I understand it is understanding the culture of this country.

Integration as adaptation Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 1503-1726

The integration process has been a bit challenging for me personally, but it has also provided me with opportunities for growth. I've been learning the Dutch language and trying to understand and adapt to the Dutch culture.

Excerpt - Document: FR Interview.docx, Position: 309-349

Integration, adapting to the new culture

Knowing the norms and values Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 1221-1511

Secondly, I would say understanding their culture. For example taking part in celebrations that are different from where I come from, like a new year for example. Just simply if I start to be part of their holidays and stuff. You will find yourself to be part of their community or culture.

Excerpt - Document: FGD Transcription.docx, Position: 3281-3316

Then knowing the norms and values.

Excerpt - Document: FGD Transcription.docx, Position: 4920-5007

So for me integration means learning and accepting the rules and cultural differences.

Language for integration

Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 1037-1221

Personally I understand integration first and foremost, is when I am able to speak the language here. When I speak, I mean when I am able to adequately communicate using the language.

Excerpt - Document: GT Interview.docx, Position: 1512-1747

So to conclude, I say I am integrated if I can speak the language. I still feel like a foreigner here, because I am still learning the language. But I guess I would be able to say if I am integrated or not once I mastered the language.

Excerpt - Document: HJ Interview.docx, Position: 1002-1200

For me, I understand integration in terms of having a good relationship or interaction with Dutch people. So for that, you will have to be good with their language. And that is how I understand it.

Excerpt - Document: HJ Interview.docx, Position: 1263-1484

I am struggling (chuckles) the language is very difficult for me. With the language, I can hear and understand somehow, but speaking is what is difficult for me. Also maybe I haven't been hardworking enough myself, maybe.

Excerpt - Document: FGD Transcription.docx, Position: 2893-3027

For me personally, the most important factor in defining integration is being able to speak the language and culture of this country.

Excerpt - Document: FGD Transcription.docx, Position: 3131-3228

But generally speaking a person has to know the language of the host if he is to integrate well.

Excerpt - Document: FGD Transcription.docx, Position: 3281-3316

Then knowing the norms and values.

Excerpt - Document: FGD Transcription.docx, Position: 5090-5118

Language is also important.

Rights and responsibilities orientation channels (Sub theme)

Is Weighted: False
Description

Camp orientation

Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 1269-1350

Rights and duties are mainly taught by government authorities while at the camp.

Excerpt - Document: FGD Transcription.docx, Position: 8535-8620

If it is about the do's and don'ts, I learned while I was in the camp. Nothing more.

Excerpt - Document: FGD Transcription.docx, Position: 8626-8695

As asylum seeker you get orientation about what to do and not to do.

Excerpt - Document: FGD Transcription.docx, Position: 9065-9155

Similar to what they have said, we learned about our rights and duties while at the camp.

Excerpt - Document: SB Interview.docx, Position: 3685-3829

We were given an orientation about the culture, the rules and regulations in this country at the camp and afterwards during the language course.

Case worker orientation Is Weighted: False Description

Excerpt - Document: MB Interview.docx, Position: 1437-1455

IND and caseworker

Excerpt - Document: FGD Transcription.docx, Position: 8695-8869

Afterwards it is mostly your case worker who guides you about your next steps, your rights, and different applications at different stage, until you get your Dutch passport.

Excerpt - Document: FGD Transcription.docx, Position: 9155-9242

And then my case worker have been sharing with me about these formally and informally.

Embassy orientation Is Weighted: False Description

Excerpt - Document: FGD Transcription.docx, Position: 8080-8402

Actually before I came to the Netherlands I took part in a citizenship education in their embassy in Addis Ababa. They gave us a very detailed orientation about the rules and regulations, culture, what you call the norms and values and everything. So, I knew before hand what to do and what not to do before coming here.

Government orientation Is Weighted: False Description

Excerpt - Document: YS Interview.docx, Position: 4408-4671

As a refugee, that is one of the first things you learn. You learn the rights and responsibilities and expectations both as an asylum seeker and later as a refugee if you get accepted. I would say that is mostly done at the beginning by the authorities.

IND website Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 3470-3618

Also, there is an IND website, in which I use the relevant information necessary for my process. You can also use social media in addition to these.

Excerpt - Document: FGD Transcription.docx, Position: 8402-8530

After I come here I visit the IND website if I have issues of concern about benefits or about citizenship application and so on.

Excerpt - Document: ZF Interview.docx, Position: 7914-8118

I have indeed used digital technologies and platforms to help me access various services in the Netherlands. For example, I have used government websites like the IND's, because that is what I use mostly.

Excerpt - Document: YS Interview.docx, Position: 4671-4783

But moving forward, such information can be accessed on IND's website or your respective municipalities website.

Kowa orientation Is Weighted: False Description

Excerpt - Document: GT Interview.docx, Position: 3012-3248

About rights and responsibilities, I learn that mainly from Kowa. Kowa is the organization that administers and manages the refugee camps. So basically the IND oversees our immigration status, like they are the ones who decide on that.

Official websites Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 3751-4134

I mainly use digital platforms by government agencies and organizations that work in assisting refugees. I go to official government websites to look for information about legal rights, and obligations. Moreover, I use online materials offered by NGOs and organizations that provide support regarding the Dutch legal system and understanding rights and responsibilities as a refugee.

Social connection (Sub theme) Is Weighted: False Description

Eritrean social media groups Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 5905-6007

There are social media groups, and messaging apps where we share information and support one another.

Excerpt - Document: YN Interview.docx, Position: 6719-6856

Yes absolutely, I use Messenger, WhatsApp, IMO, Telegram like I said earlier. The connection here is mainly with people from my country.

Excerpt - Document: FGD Transcription.docx, Position: 17977-18244

Definitely, I use WhatsApp and Telegram to connect with others people from my country. You all already know, we have WhatsApp groups as Eritreans, and we also have groups based on specific interests and religion for example. I am a member of Eritrean evangeliclists.

Excerpt - Document: FGD Transcription.docx, Position: 18560-18625

These connections were helpful to feel like you are at home here.

Excerpt - Document: FGD Transcription.docx, Position: 18631-18853

Like SL said, I am also a member of the Eritreans in the Netherlands group, but also there is another group for people from my city in Eritrea. It is the same, like she said we share information, help find housing and jobs

Excerpt - Document: FGD Transcription.docx, Position: 18860-18906

I too am aslo a member of the WhatsApp group.

Excerpt - Document: ZF Interview.docx, Position: 5969-6332

Social media have been essential for me to connect with other refugees and with people from Eritrea. I use Telegram and WhatsApp to keep in touch with friends. I think having these connections made life easier here for many of us. You will always find Eritreans in groups, sharing different life events. And it is all made possible because of these technologies.

Excerpt - Document: SB Interview.docx, Position: 5418-5475

I use WhatsApp to communicate with other Eritreans here.

Excerpt - Document: FR Interview.docx, Position: 1811-1842

*WhatsApp groups
Telegram groups*

Having Dutch connection Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 3847-4364

Yes, I actually have this wonderful Dutch family. They were volunteers in a camp when I first came to this country. Since then it is like I have a mom and dad here. They live in Gorinchem. I have been to their house many times, they would invite me on holidays and events. They are so kind people. Apart from that, I don't have much connection or friendship with Dutch people. I should mention that language and cultural barriers sometimes make it difficult to fully engage and feel included with the Dutch society.

Excerpt - Document: JB Interview.docx, Position: 6316-6444

Yes, in few instances. I have been able to interact with Dutch people through language practice programs and volunteering work.

Excerpt - Document: FGD Transcription.docx, Position: 19784-20057

Personally, especially after I learned their language I have many Dutch friends and contacts. This was particularly inspired by a volunteer woman, who helped me during my first years in the Netherlands. She took me to different events, even in different cities and places.

Excerpt - Document: ZF Interview.docx, Position: 6583-6647

Yes, mainly via the contacts at school and my sister's friends.

Excerpt - Document: YS Interview.docx, Position: 8052-8277

Yes, I have had the opportunity to interact with Dutch people through my classes and work and I attend different social events. As I said I am a sociable person and I am always looking for events and programs to take part in.

Excerpt - Document: SB Interview.docx, Position: 5833-5939

Yes, I have colleagues who are Dutch. I work in a hotel and there are Dutch as well as non Dutch workers.

Isolation from Dutch society Is Weighted: False Description

Excerpt - Document: YS Interview.docx, Position: 7553-7822

On the other hand, we communicate regularly. And perhaps the average Eritrean here could have more Eritrean connections than people of other nationalities. What I am trying to say is there is a sense of community here, but that is somehow isolating from Dutch society.

No Dutch connection Is Weighted: False Description

Excerpt - Document: HJ Interview.docx, Position: 4479-4866

No not at all. There were some efforts at the beginning, like about six years ago, to help participate in cultural exchange events and programs. But now, I don't even have contact with any Dutch person.

I will be honest with you, especially in the last two years I haven't even seen a Dutch person (laughing). I see them if I go to a certain office or something but except for that, no.

Excerpt - Document: YN Interview.docx, Position: 7307-7515

Here to be honest Mihretab brother, I don't have any connection with Dutch people. Except for my case worker and social workers in the way, I don't acquaint with Dutch people and I can't answer your question.

Excerpt - Document: FGD Transcription.docx, Position: 19669-19778

To this date, I never had any Dutch friends. I prefer to be with people from my country, Ethiopia or Somalia.

Excerpt - Document: FGD Transcription.docx, Position: 20063-20164

I don't have any interaction with Dutch people except for my case worker, but she is also a Moroccan.

Strong Eritrean community Is Weighted: False Description

Excerpt - Document: RG Interview.docx, Position: 3288-3532

Yes, I use social media apps like Facebook, WhatsApp and Telegram to connect with other refugees and people from Eritrea. My connection is mainly with people from Eritrea and Ethiopia. This helped me have a sense of community and belongingness.

Excerpt - Document: HJ Interview.docx, Position: 3982-4258

I actually feel like I am at home here, because there is the language barrier and you struggle with everything. But having people from your country here with you, and being able to communicate with them easily, makes life here a bit easier amid everything that happens to you.

Excerpt - Document: YN Interview.docx, Position: 6797-7085

The connection here is mainly with people from my country. Other refugees like me from my country. Adapting to a new country is challenging in itself. But being able to connect with people using these devices makes you feel like you are at home here. Especially when you use video calls.

Excerpt - Document: ZF Interview.docx, Position: 6333-6476

I also joined WhatsApp groups and communities for Eritreans in the Netherlands. We have groups, big groups for everyone, and religious groups.

Excerpt - Document: YS Interview.docx, Position: 7056-7552

Well if you have been to Rotterdam for example, there is a neighborhood where you can find Eritrean bars, restaurants, cafes, and shops. You will find a lot of Eritreans in the streets. For a moment you could feel like you are in Asmara. That is a physical community, and that brings them closer to each other. And at the same time, many people might be hesitant to learn the language and integrate with the Dutch because they are comfortable and in a way have brought Eritrea to the Netherlands.

Excerpt - Document: SB Interview.docx, Position: 5475-5714

I have a lot of friends here in Amsterdam, Rotterdam and Utrecht. I spend time with them too. Especially weekends we spend time together. If I didn't have friends from my country, I don't know how I could live here. They mean a lot to me.

Excerpt - Document: FR Interview.docx, Position: 1852-2027

*Strong sense of community, both online and offline communities
Social media used to organize meetings, events and share information about rental houses, jobs and announcements*

Excerpt - Document: SO Interview.docx, Position: 2249-2332

*I like Rotterdam - a community of Eritreans is strong there
Cafes, bars, and events*

Two-way integration (Sub theme) Is Weighted: False Description

Integration as a two way Is Weighted: False Description

Excerpt - Document: JB Interview.docx, Position: 1850-2055

Integration to me, it means finding a sense of belonging and being able to participate fully in the Dutch society. It involves not only learning the Dutch language and culture but also having equal rights.

Excerpt - Document: YN Interview.docx, Position: 1215-1452

I think when you say integration it could mean a lot of things. For example, for me, if you accept the country as yours and enjoy living here, and also at the same time if you get accepted by the people here, I can call that integration.

Excerpt - Document: YS Interview.docx, Position: 1572-2011

Integration, as I understand it, it means becoming part of the Netherlands society here. But in the meantime, retaining my cultural identity, my Eritrean cultural heritage. It involves adapting to the culture, learning the language, understanding the local customs, and engaging with the community in different events. So it is about finding a sense of belonging and at the same time contributing positively to the society I now call home.

Sharing my culture

Is Weighted: False

Description

Excerpt - Document: ZF Interview.docx, Position: 1253-1978

Integration, to me, means becoming a Dutch. I mean, when I first came here someone would come and ask me if I am Dutch. And I always was wondering why they would ask such a question, especially seeing that I am a black person. But gradually, I saw that there are black people who are Dutch. So, as I understand it if I learned the language, and start speaking fluently, I would be one of them. I have seen Arabs and Africans who have lived here for many years and some of them who were born in here, who identify themselves as Dutch. That is how I used to joke around with my friends, if I worked hard, learn the language, got my self-education, and be able to find a job with my diploma, then I will say I have become Dutch.

Excerpt - Document: FR Interview.docx, Position: 350-447

Sharing my culture

Respecting each other/other people's culture

Experiencing each other's culture